

Contract User Guide for PRF57

PRF57, Enterprise Temporary Help Services; MHEC Contract #MC15-J03

UPDATED: 8/24/18

Contract #:	PRF57
MMARS MA #:	PRF57*
Initial Contract Term:	9/1/2014 to 8/31/2017
Maximum End Date:	1 year renewal option left. Max contract end date 2/28/2019
Current Contract Term:	9/1/2018 to 8/31/2019
Contract Manager:	Sorraia Tavares, 617-720-3304, Sorraia.Tavares@State.MA.US
This Contract Contains:	Small Business Purchasing Program, Supplier Diversity Office (SDO) Businesses and Prompt Payment Discount Program.
UNSPSC Codes:	80-11-16 Temporary Personnel Service

*The asterisk is required when referencing the contract in the Massachusetts Management Accounting Reporting System (MMARS).

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Contract Summary

This is a solution-based Statewide Contract in conjunction with Massachusetts Higher Education Consortium (MHEC) contract MC15-J03 for Temporary Help Services through a single vendor (VSP) sourcing model. The prime vendor, TRC will be responsible for fulfilling the State's temporary help needs through either its own pool of temporary workers or through its subcontractors.

Contract Categories

Temporary Help Service Categories - PRF57 job classifications are organized into two service categories:

Main Service Category	Other Service Category
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Administrative Support	Accountant Position
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Customer Service	Accountant Support
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Data Entry Operator	Legal Administrative Asst.
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Paralegal	Medical Administrative Asst.
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Receptionist	Light Labor
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	Light Industrial Labor
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	HR/ Payroll Assistant
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	Graphic Designer
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	Event Support
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	Telephonic Operator
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Benefits and Cost Savings

Find Bid/Contract Documents

- Solution-based contract through sub-agreements and Statements of Work
- Departments Rates may be negotiated based on candidate's experience
- Rates are inclusive of vendor costs associated with providing candidates
- Rates are inclusive of all vendor travel considerations and other ancillary charges

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- Reimbursable expenses, such as mileage, travel, meals and lodging directly related to the temporary worker's assignment are allowed only with prior authorization from the hiring entity.
- Project based pricing may be proposed instead of a maximum billing rate (see pricing)
- Centralized Order Management for reduced costs – Single point of contact
- Electronic Timecards and Consolidated Billing that saves time and expenses
- Dedicated web portal for PRF57 and MHEC users tracking all Statement of Work activities
- To find all contract-specific documents, including the Contract User Guide, RFR, specifications, price sheets and other attachments, visit COMMBUYS.com and search for PRF57 to find related Master Blanket Purchase Order (MBPO) information.

Who Can Use This Contract

Eligible Entities:

01. Cities, towns, districts, counties and other political subdivisions;
02. Executive, Legislative and Judicial Branches, including all Departments and elected offices therein;
03. Independent public authorities, commissions and quasi-public agencies;
04. Local public libraries, public school districts and charter schools;
05. Public Hospitals, owned by the Commonwealth;
06. Public institutions of high education;
07. Public purchasing cooperatives;
08. Non-profit, UFR-certified organizations that are doing business with the Commonwealth;
09. Other states and territories with no prior approval by the State Purchasing Agent required; and
10. Other entities when designated in writing by the State Purchasing Agent.

Applicable Procurement Law

Executive Branch Goods and Services: MGL c. 7, § 22; c. 30, § 51, § 52; 801 CMR 21.00;

Applicable Procurement Law: MGL c. 7, § 22; c. 30, § 51, § 52; 801 CMR 21.00

Pricing, Quote and Purchase Options

Pricing and Purchase Options (All Categories)

Purchase Options: Purchases made through this contract will be direct outright purchases.

Compensation Structure/Pricing & Expenses:

- **Orders place through this contract must be recorded in COMMBUYS- Please see page 3 for instructions on how to purchase from PRF57 MBPO through COMMBUYS.**
- Must submit Statement of Work (SOW) through [The Resource Connection's dedicated Web Portal](#).
- Must complete and execute a sub-agreement with The Resource Connection (TRC) as your SOW before the hiring engagement begins.

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- Instructions on how to complete the SOW can be found in the attachment tab of the MBPO in COMMBUYS. Entities are asked to provide a thorough job description, skills required, qualifications, and geographic location when requesting temporary staff. This will allow an entity to best discuss and negotiate a fair and reasonable rate with TRC for the temporary help position being sought.
- All temporary help requests and SOW agreements can be tracked through TRC's Web Portal and through COMMBUYS. TRC has an applicant tracking system to track all assignments including start and end dates. Therefore, a report can be requested from TRC to identify the duration of each temporary employee.
- Use the Rate Card posted under the attachment tab in COMMBUYS. PRF57 rate card only lists hourly Ceiling Pay Rates and Bill Rates. Discuss your needs thoroughly with TRC for the right candidate having the right level of experience at the best value.
- Entities may request a project based price instead of the maximum billing rate that will be based on an hourly rate and include all ancillary services in the project price.
- Hiring Entities should never pay more than the maximum markup rate of 41% above the direct labor (pay rate).
- Secure references as appropriate or include this in the SOW.
- Invoices are required to be submitted within 30-days.
- There are no additional charges associated with the vendors work, e.g., travel, copying, printing, communications, overhead rates or other ancillary charges.
- 24/7 On Demand access to request services are on TRC's dedicated website www.resource-connection.com.
- All requests for services are channeled through TRC with TRC engaging their subcontractors in a VSP model under PRF57.
- Categories for personnel are on the TRC [Website](#) through the PRF57 link.
- Departments can use encumbrances as a tracking process against their purchase order.
- Departments must adhere to the new Commonwealth HRD Policy effective 1/1/2014 as listed at the end of this Contract User Guide.

How to Purchase From PRF57 MBPO through COMMBUYS

- Submit and approve your temporary help request through TRC's Web Portal. For instructions on how to do this, please review the PRF57 SOW Instructions and contact The Resource Connection. SOW instructions can be found by navigating the MBPO's attachment tab in COMMBUYS. Awarded vendor contact information is below.

Once Logged into COMMBUYS, select DOCUMENTS > REQUISITIONS > NEW

- **General Tab**
 - In the drop-down menu for **Requisition Type**, be sure to select "Release."
- **Items Tab**

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- Select **Search Items** and click the + to open **Advance Search** fields Next type “PRF57” into the **Description** field and Find It! (alternatively you can also search by Vendor Name)
- Review the **Item Description** to identify the temporary help job category you’ve requested through TRC vendor Web Portal
- Select and add **Quantity** for the temporary help job category.
- Click **Add to Req. & Exit** or **Add to Req. & Next** if you need to add more items.
- For each line item added to the Requisition you will need to add Catalog Price/ Unit Cost. To do so click **Enter Info**. Catalog Price/ Unit Cost should be the agreed upon Bill Rate for the position.
- **In the Attachment Tab**, you will need to attach the following:
 - Statement of Work from The Resource Connection Portal
 - Candidate (s) Resume (This information is only viewed by you and the vendor)
 - Any other document (s) at your discretion
- **Summary Tab**
 - Review and Send for Approval
 - Once the Requisition has been approved, the user can then convert to PO and send the order to the vendor.
- **Document items in COMMBUYS that have already been purchased**

PRF57 contract allows buyers to document a contract purchase in COMMBUYS that already has taken place through a Request for Payment Authorization (RPA) Release Requisition. It also allows MMARS users to easily keep track of spend. NOTE: MMARS and COMMBUYS do not interface –payment request and invoice should be reported in both MMARS and COMMBUYS separately.

For a description of how to complete this purchase in COMMBUYS, visit the [Job Aids for Buyers](#) webpage, and select:

- The COMMBUYS Requisitions section, and choose the *How to Create an RPA Release Requisition* job aid.

Setting up a COMMBUYS Account

COMMBUYS is the Commonwealth’s electronic Market Center supporting online commerce between government purchasers and businesses. If you do not have one already, contact the COMMBUYS Help Desk to set up a COMMBUYS buyer account for your organization: (888)-627-8283 or COMMBUYS@state.ma.us.

When contacting the PRF57 statewide contract vendor, always reference PRF57 to receive contract pricing.

Quick Search in COMMBUYS

Log into COMMBUYS, and use the Search box on the COMMBUYS header bar to locate items described on the MBPO or within the vendor catalog line items. Select Contract/Blanket or Catalog from the drop-down menu.

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Instructions for MMARS Users

MMARS users must reference the MA number in the proper field in MMARS when placing orders with the vendor. Contact the Comptroller Help and Support Desk at 617-973-2468 or via email at Comptroller.Info@state.ma.us for additional support.

Emergency Services

Many statewide contracts are required to provide products or services in cases of statewide emergencies. [ML - 801 CMR 21](#) defines emergency for procurement purposes. Visit the [Emergency Contact Information for Statewide Contracts](#) list for emergency services related to this contract.

Additional Information/FAQs

Please see Appendix A and the COMMBUYS MBPO for Statewide Contract related attachments such as: Best Practices for PRF57 Statewide Contract Users; Contract Addendum (dated: August 2015); Price Table; PRF57 Requirements and Statement of Work Guide.

Geographical Service Area

PRF57 covers all geographic service areas in Massachusetts.

Other Discounts

- **Prompt Pay Discounts:** Prompt Payment Discount – A 1% discount off the invoice total if paid within 10 days or a .5% discount off the invoice.
PPD is a discount given to the buyer if paid within a certain time period. These discounts may be found in the [Vendor List and Information](#) section below. All discounts offered will be taken in cases where the payment issue date is within the specified number of days listed by vendor and in accordance with the Commonwealth's Bill Paying Policy. Payment days will be measured from the date goods are received and accepted / performance was completed OR the date an invoice is received by the Commonwealth, whichever is later to the date the payment is issued as an EFT (preferred method) or mailed by the State Treasurer. The date of payment "issue" is the date a payment is considered "paid" not the date a payment is "received" by a Contractor.
- **Volume Discounts:** Achieved on 4/13/15 and will remain for the term of the contract
- **Length of Assignment (Tenure) Discounts:** The mark-up will reduce by .5% after a temporary employee reaches 455 hours on the same assignment.

If the Needed Temporary Help Job Classification Can Not be Found

If a temporary help job classification cannot be found in the vendor's rate card, it is recommended to contact the vendor directly to inquire if it is available for purchase on this contract. A buyer may contact the Strategic Sourcing Lead to inquire further. If the temporary help meets the scope of the contract category, the vendor may be able to add it to with prior approval from the OSD Contract Manager.

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Performance and Payment Time Frames Which Exceed Contract Duration

All term leases, rentals, maintenance or other agreements for services entered into during the duration of this Contract and whose performance and payment time frames extend beyond the duration of this Contract shall remain in effect for performance and payment purposes for up to 6 months. No written agreement shall extend more than 6 months beyond the current contract term of this Statewide Contract as stated on the [first page](#) of this contract user guide. No new agreements for services may be executed after the Contract has expired.

Strategic Sourcing Team Members

- | | |
|---------------------|---|
| • Bryan Boyd | Executive Office of Labor and Workforce Development |
| • Charles Caron | Department of Public Health |
| • Jacqueline Cashin | Massachusetts Higher Education Consortium |
| • Paula Giblin | Department of Environmental Protection |
| • Hillary Hallberg | MBTA |
| • Brian Hickley | Human Resource Department |
| • Nancy Karas | Department of Elementary and Secondary Education |
| • Donna Poulos | Human Resource Department |
| • Deborah Cassano | Division of Professional Licensure |

Master Blanket Purchase Orders (MBPOs)

Refer to www.COMMBUYS.com

- Click on “Advanced Search” to search by “Document Type.”
- Select “Contract/ Blankets.”
- Type in “PRF57” in the “Contract/ Blankets Description” search field to find the Master Blanket Purchase Orders (MBPO) listed below:

PO-17-1080-OSD01-OSD10-00000000366	PRF57- Enterprise Temporary Help Services
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Vendor Contact Information

- Refer to www.COMMBUYS.com
 - Click on “Advanced Search” to search by “ Document Type”
 - Select “Contract/ Blankets,”
 - Type in “PRF57” in the “Contract/Blankets Description” search field to view the Master Blanket Purchase Order (MBPO) for the Awarded Vendor:

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The Resource Connection (TRC), staff@resource-connection.com 978-777-9333 or 800-649-5228

- **Contract Manager:** Janet Santa Anna Janet@resource-connection.com
- **Project Manager:** Peter Konrad Peter@resource-connection.com
- **Staffing Manager:** Helene Tum Staff@resource-connection.com
- **Accounting Director:** Karen Zabelski Karen@resource-connection.com

With over 25 years' experience, TRC will provide the majority of temporary help services. Through strategic alliances with a team of subcontractors, listed below, TRC will be providing Temporary Help Services to the Commonwealth and MHEC. Four of the subcontractors are SDO Certified women owned businesses and TRC has geographic coverage throughout New England with this well experienced team.

Strategic Alliance Team / Subcontractors:

TRC will provide Temporary Help Services and will utilize its subcontractors to provide the following services:

- **ACE Employment** will provide Temporary Help Services.
- **Johnson & Hill Staffing SDO/WBE** will provide Temporary Help Services.
- **KNF&T Staffing Resources SDO/WBE** will provide Temporary Help Services.
- **R.A.D. Employment Services SDO/WBE** will provide Temporary Help Services.
- **South Shore Staffing, Inc. SDO/WBE** will provide Temporary Help Services effective September 2016.

Contract User Guide	"Attachment Tab" in COMMBUYS
Statement of Work (SOW) Instructions	"Attachment Tab" in COMMBUYS
Rate Card	"Attachment Tab" in COMMBUYS
Request for Response (RFR)	"Attachment Tab" in COMMBUYS

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Vendor List and Information*

Vendor	Master Blanket Purchase Order #	COMMBUYS Catalog Punch Out Available	MMARS Vendor Code and Vendor Line	Contact Person	Phone #	Email	Categories	Counties	Discounts (PPD)	MBE MWBE WBE Veteran
The Resource Connection	PO-17-1080-OSD01-OSD10-00000000366	N/A	VC6000173351 Vendor Line 1	staff@resource-connection.com	978-777-9333 or 800-649-5228	staff@resource-connection.com	None	N/A	1% 10 Days .5% 20 Days	yes

*Note that COMMBUYS is the official system of record for vendor contact information.

**The Master MBPO is the central repository for all common contract files.

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Appendix A: Commonwealth HRD Temporary Worker Policy effective 1/1/2014

NEW Important Contract Information:

Commonwealth HRD Temporary Worker Policy effective 1/1/2014

Scope

- For the purposes of this policy, temporary employment is considered to be separate and distinct from contract and seasonal employment.
- This policy applies only to positions that fall within the Office of the State Comptroller object code J46. It does not apply to temporary workers who may be hired to perform information technology work. It is recommended that state agencies consult with ITD when hiring temporary workers to perform IT duties.

Definition

- Temporary workers are defined as individuals who are engaged through a third-party vendor to fill positions that are temporary in nature. Temporary workers should not work more than 52 weeks without approval from the Secretariat-level Human Resources Director.
- Contract employees are individuals who do not occupy state positions, nor contribute to the State Retirement System or group insurance programs, but who must contribute to the Alternate Retirement System. Contract employees have employee-employer relationships pursuant to individual contracts with the Commonwealth. Contract employees are paid through the payroll system, have tax withholdings, and other deductions.

Process for Hiring Temporary Workers

- Hiring of temporary workers is subject to Operational Services Division (OSD) requirements. Among other things, OSD requirements state that Executive Departments must use statewide contracts, if available, for commodities and services unless there is a prior written approval from the State Purchasing Agent. The process that agencies must follow when requesting this approval is explained in OSD Policy Guidance 05-19, Procurement and Contract Management Policy Changes (6/2/05). Please see Procurement Information Center for OSD Policy.

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Allowable Reasons to Hire Temporary Workers

Acceptable reasons to hire a temporary worker may include the following:

- To assume the job duties of an employee who is on leave due to Family and Medical Leave Act (FMLA) leave or any other period of extended leave;
- To provide continuity of services during an emergency situation.

To work on a project or task that is anticipated to be for a defined period of time (not to exceed 52 weeks without the approval of the Secretariat-level Human Resources Director) where it is impracticable to hire a regular state employee. If during the course of a temporary project or task, it becomes clear that the project or task is more permanent in nature, the agency must take action to hire permanent employees to work on the project consistent with ANF budget and policy guidelines.

Compensation

- Temporary workers shall be compensated by the third-party vendor and shall not be eligible to receive benefits provided by the state to permanent state employees (e.g., health insurance, retirement benefits, etc.)

Cannot Hire Temporary Workers to Circumvent Other Rules, Policies, and Laws

- An agency may not hire a temporary worker as a substitute for or to avoid filling a vacant position that would otherwise be filled by a permanent hire or to circumvent other rules, hiring caps, or policies that govern hiring Commonwealth employees or contracts staff.
- Temporary workers may be hired on a short-term basis for a period not to exceed 52 weeks without approval from the Secretariat-level Human Resources Director or his /her designee and/or Labor Relations personnel or other appropriate reviewer designated by the agency.
- Secretariat-level Human Resources Directors or their designees shall conduct an annual review of all temporary worker appointments in agencies within their Secretariat. When an agency has the need to employ a temporary worker for more than 52 weeks, the Secretariat-level Human Resources Director or his/her designee may approve the extension.
- If an agency has hired temporary workers to work on projects funded by capital funds or federal funds which restrict the hiring of full-time, permanent employees, a notation should be recorded in the agency's internal files reflecting this to be the reason for the hiring of any temporary workers.
- HRD reserves the right to audit agency's use of temporary workers at any time. Agencies not in compliance with this policy will be notified and must become compliant immediately.

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- This policy is not intended to supplant any existing Commonwealth policies governing the hiring of contract and/or seasonal employees.

Questions & Answers

Question: If an agency hires a temporary worker for a three (3) week project and, at the conclusion of the project, wishes to retain the temporary employee for another four (4) week project, how does that get counted towards the 52 week period under the policy?

Answer: The 52 week temporary employment period is intended to be project-specific rather than individual specific. If Temporary Project #1 is completed after three (3) weeks and the agency wishes to hire a temporary employee for Temporary Project #2, then a new 52 week period would apply to Temporary Project #2 (even if it hires the same temporary employee who worked on Temporary Project #1).

Question: What if an agency has hired a temporary worker to work on a task not to exceed 52 weeks and the temporary worker leaves because s/he has found permanent employment elsewhere? If the temp agency sends a new employee to complete the task, does that start a new 52 week period?

Answer: As previously indicated, the 52 week temporary employment period is intended to be project or task-specific. So, if one temporary worker leaves before the project or task is completed and another temporary worker is hired to complete the project or task, it will all count towards the same 52 week maximum.

Question: Can an agency fill a particular position (e.g., receptionist) by hiring a different temporary worker every 52 weeks year after year?

Answer: No. Under the Temporary Worker Policy, a temporary worker may not be hired as a substitute for or to avoid filling a vacant position that would otherwise be filled by a permanent employee. Temporary workers are only intended to fill staffing needs that are for a specified duration. If an agency determines that its particular staffing need is continuous or cyclical in nature, then it should consider hiring a permanent or seasonal employee consistent with ANF budget and policy guidelines. See new HR Policy enclosed.

Question: What if the particular assignment is temporary but the agency knows from the outset that the project will exceed 52 weeks?

Answer: If the agency has determined that it cannot fill the position with a contract employee, then it may hire a temporary worker and, at the end of the 52 week temporary employment period, extend the temporary worker as necessary after approval by the Secretariat-level Human Resource Director or his/her designee.



Question: What if an agency realizes that the need for a temporary worker, originally intended to be less than 52 weeks, will now be greater than 52 weeks?

Answer: The agency must file with their Secretariat-level Human Resources Director a request to extend the services of a temporary worker beyond the 52 week period at least 45 days prior to the end of the 52 week period.

Question: Can an agency hire a temporary worker into a permanent position?

Answer: Any permanent hires must be done consistent with existing budget, human resource and policy guidelines. In addition, the agency must ensure that hiring the temporary worker into a permanent position would not violate any provisions of the temporary help contract used to secure the services of the temporary worker.

Question: Can a temporary worker supervise the work of a regular, permanent employee?

Answer: No.